



Viva Village

Member Manual

2018

503-746-5082

Office Hours:
Monday–Thursday: 10 am–4 pm
Friday: 10 am–1 pm

Viva Village Contact Information

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Welcome to Viva Village

Welcome and thank you for being a member of Viva Village. We are a community-based network of Beaverton-area residents dedicated to providing a stable system of programs, services, and supports for ourselves and other adults who want to age in their own homes safely and comfortably. Viva Village is part of the nonprofit Villages NW. We are supported by donations, grants, a dedicated corps of volunteers, and affordable membership fees.

This manual is your reference describing the background, mission, and values of Viva Village; how to make full use of your membership; and ways you can participate as fully as you wish in all that Viva Village has to offer.

History of the Village Movement

In 1999, aging residents of Beacon Hill, Massachusetts, gathered to figure out how they could stay in their homes as long as possible, continue to engage in their neighborhood, and get the support they needed as they aged. They envisioned a new model—a Village—rather than be dislocated and “taken care of.” Their Village began offering services in 2002.

Today, more than two hundred Villages exist across the nation as a result of grass-roots efforts undertaken by ordinary people. Each Village has crafted its own version of this new model of living, one in which individuals take control of their lives and decide where and how they will live in their later years. Villages are run by volunteer Boards or Governing Councils elected by and answerable to members of the Village.

The Village is an idea whose time has come. Thousands of baby boomers are turning sixty-five every day. They and the generation before them want to stay active; a majority wish to stay in their homes even as they need more services and support.

Viva Village builds community through offering services and programs to members, helping them remain in their own homes, keeping their ties with neighbors and friends, and thriving as they age in place for as long as they are able.

Viva Village is one of many Villages in the Portland metro area. Our hub, Villages NW, provides organizational and administrative guidance and support, the 501c3 nonprofit status, and insurance. Each Village in this network serves a separate geographic area to encourage a sense of community. All Villages collaborate to find the best practices for providing programs and services for our members and volunteers.

Viva Village Vision, Mission, and Values

Vision: A Beaverton-area community where older adults remain safely and confidently in their own homes as they age.

Mission: To build and sustain a strong community of members and volunteers that helps Beaverton-area older adults stay in their homes safely, affordably, and comfortably as long as they choose.

Values:

Inclusion—We respect and welcome people of all ages, races, faiths, ethnicities, nationalities, genders, sexual orientations, and socio-economic levels, and we honor their dignity and independence.

Volunteerism—Volunteers are the heart of our organization. We value volunteers' expertise and experiences, appreciate their commitment of time and energy, respect their time limitations, and strive to ensure that their volunteer work is meaningful.

Communication—We invite open and candid communication in meetings and on teams; we solicit ideas and advice from members and volunteers on all aspects of Village processes and projects. We want all voices to be heard.

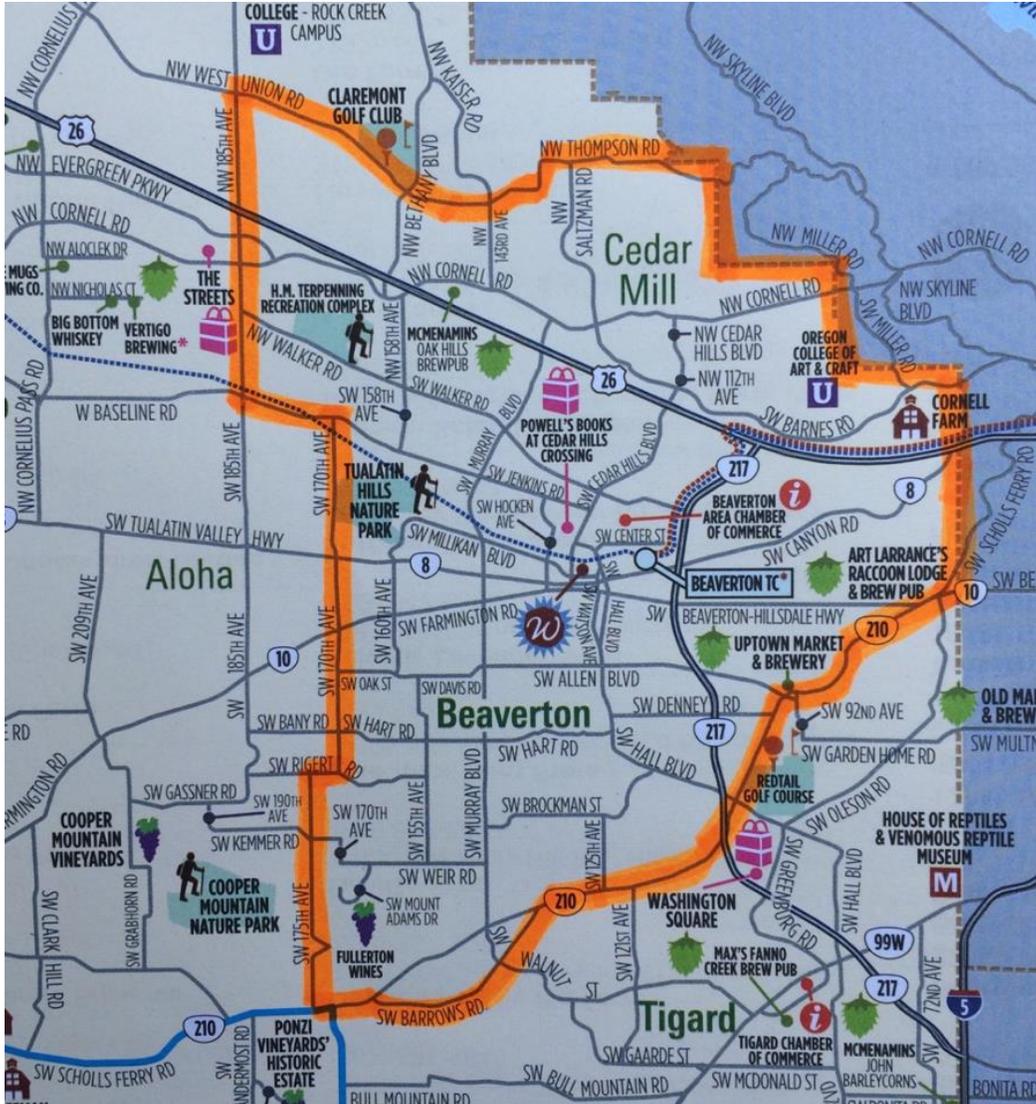
Privacy—We take seriously the privacy of our members, our volunteers, and anyone who entrusts us with their information. We do not share personal or contact information with any outside group. We protect the security of our members when dealing with vendors and service providers.

Collaboration—We collaborate on committees, projects, and with the community at large. We strive to build consensus so our decisions and actions have wide support. We recognize that our success depends on mutual interdependence and a caring commitment to one another over time.

Transparency—We are honest in our financial dealings and responsive to questions and concerns. We open our meetings to members and volunteers, and we make meeting notes available.

Lasting Community—Viva Village is committed to being here for generations to come. We recognize that our community thrives when we foster an environment of care and continuous learning, when we respond to the technical and social changes of our times, and when we are prudent with our resources.

Viva Village Service Area



North: Starting at 185th, NW West Union Rd. continuing to NW Thompson Rd. to county line.

West: 185th and West Union Rd. to Baseline, to 170th, to Rigert Rd., to 175th, to Scholls Ferry Rd.

South and East: Scholls Ferry Rd. to SW Barrows Rd. to Scholls Ferry Rd. to county line and county line to Thompson Rd.

Viva Village Community

Viva Village is a community of Associate Members, Full Service Members, and Volunteers. Individuals can choose to be a Member, a Volunteer, or both.

Associate Members

These members support and strengthen Viva Village. Associate Membership includes all events and programs, access to a list of screened professionals and community resources, and the option of requesting a temporary one-month upgrade to full-service status in case of an emergency. Associate members may also try out two volunteer services throughout the year.

Full Service Members

These members are the reason Viva Village exists. Full Service Membership includes all services and programs the Village offers: volunteer services, access to a list of screened professionals and community resources, social and educational programs.

Volunteers

Volunteers are the heart of Viva Village. They provide both the behind-the-scenes work to keep the Village running and direct assistance to the Membership, and they participate in Village programs and events. Volunteers can also be members, as many already are.

Viva Village Governance

Governing Council

The Governing Council is the administrative and decision-making body of Viva Village. This team of volunteers is elected by the membership and is responsible for the strategic work of the Village. The term of office is two years; each Governing Council member is eligible to serve two consecutive terms.

Action Teams

Many dedicated volunteers provide not only direct services to members but also serve on Action Teams to plan and carry out our programs and services, which includes making recommendations to the Governing Council.

Your Membership

Membership Fees

Annual membership

The Viva Village Member Agreement is an annual contract and may be for individual or multiple-person households. Pricing is based on the level of membership and the number of persons in the household. Please contact Viva Village by phone or visit our website at vivavillage.org for pricing information. Membership fees may be paid annually by check or credit card or in monthly installments by automatic bank withdrawal.

Membership fee support

Viva Village maintains a fund specifically for membership fee assistance and is provided to those who qualify. This program is funded entirely by donations, not membership fees. Contact the Viva Village office for information on this program.

Hardship assistance

This program is available for full-service members who are not receiving membership fee assistance but are facing a temporary financial challenge. Contact the Viva Village office to be connected with a Governing Council member who can provide you with more details.

Becoming a Member

To become a member of Viva Village, applicants complete the following:

- 1) *Getting to Know You* form (or notify the office)
- 2) In-home interview
- 3) Membership Agreement form
- 4) New Member Questionnaire
- 5) Membership Payment Form
- 6) Payment of annual dues or authorized monthly payments

Viva Village is first and foremost a community of people who work together to create a safe and caring environment for aging in place. We encourage all members to participate in the Village at whatever level they choose.

New members will be contacted by a Village Liaison Volunteer to welcome them into our Village and be available to assist them in making the most of their membership. Liaison volunteers may visit new members, attend events together, or just chat on the phone. It is up to the new member to determine the level of involvement.

New members are encouraged to attend Village events. This is a great way to meet other members and volunteers and to find out more about Viva Village.

Name Badge

All members are issued a name badge. It is used as an ID when attending Village events and also helps members and volunteers get to know one another.

Connecting to Viva Village

As our Village grows, our social connections become more diverse and more meaningful. New ideas are always welcome. Members are encouraged to suggest and lead groups and events that are of interest.

Often members join for the practical support of volunteer services but stay for the community they find through the personal connections that result from the many events, programs, and activities.

Village Events

Viva Village hosts several types of events throughout the year.

Educational events addressing issues and concerns of seniors such as the Boost Your Brain Workshop and Aging with Grace series

Ongoing events in public places, such as the Nature Walks, Dine Around, and Thursday Night Social as well as events hosted by members in their homes, such as the Book Club and Life Stories

Field trips to area attractions, performances, etc.

Viva Village Website

New members will receive an invitation to log in to the Viva Village website: vivavillage.org. Logging in gives access to a members-only part of the site where they can access the interest groups and the forum, and also register for events. Help getting started (or using) the website is available by calling the office.

Viva Village calendar. This shows the events for the current and upcoming months.

Interest groups. Members are encouraged to connect with people who share similar interests by hosting an interest group or by just connecting with others who enjoy similar activities, whether it's puzzles, fishing, genealogy, and more. Members may connect this way by registering on our website.

Forums. The website also has a forum for members to share information of interest with other members, by either posting a notice or checking out what others have posted.

Zip Code Groups

These groups bring the Village even closer to home. Members and volunteers within a single (or two adjacent) zip codes have started getting together for various group activities such as potluck suppers, ice cream socials, and picnics in a park.

Village Communications

Viva Village values communication. You are welcome to visit or call the office any time with questions or comments.

The following regular publications are sent by email, with paper copies mailed to members without computer access. Anyone can request a paper version by calling the office.

- *The Viva Village Voice*, the newsletter published bimonthly
- Updates, with Village events, news, and information
- Occasional special mailings and invitations

Volunteering

Members can also be Viva Village volunteers by helping members or providing behind-the-scenes support. This is a great way to connect. Download a volunteer application from the website, or call or stop by the office to request one.

Screened Professional Vendors

Viva Village maintains a list of professional vendors for services beyond what our volunteers can provide. These vendors have complied with the Village's rigorous screening process. Among many qualities, we check that the company is senior friendly. Some vendors offer a discount to our members.

Members who use a screened vendor are asked to mention Viva Village to the vendor and to call the office with feedback after the vendor appointment.

Your Volunteer Team

About our Volunteers

Viva Village would not exist without the generosity of our volunteers! Prospective volunteers seek us out because they agree with our mission and vision and can anticipate a time when they themselves will benefit from Village support. Many also participate in our events and social opportunities.

Members can feel confident and secure when a Viva Village volunteer comes to the door. All volunteers are vetted and well-trained. The application process includes an interview, reference checks, and a background check that is conducted by Verified Volunteers, a national company. Volunteers also sign confidentiality agreements and attend volunteer training.

Members are encouraged to express gratitude to volunteers providing a service, but volunteers are not allowed to accept money or gifts. A sincere thank-you is sufficient!

Requesting Volunteer Services

Members can request services by contacting the Viva Village office at 503-746-5082 or vivavillagecentral@gmail.com. This email address is specifically for all communications related to service requests.

Services are always dependent upon a volunteer being available.

Requests for service should be made with 3–4 days' notice. You will be asked to describe the help you need and when you would like it to be done. The time may be flexible, or it may be a specific day and time.

The office will arrange for a volunteer who will contact you to finalize details about the appointment. After-hours calls and email will be answered on the next Viva Village business day.

The average volunteer appointment is about 2 hours. This generally is enough time to accomplish the task at hand while respecting both your time and the volunteer's other commitments. You are welcome to request a service that might take a short amount of time or call with a list of tasks that could be completed in one appointment. If the volunteer is unable to complete the task during that visit, you can contact the office for another appointment.

Types of Volunteer Services

These are some examples of the categories and services. Services are always dependent upon volunteer availability.

Help Around the House

- Occasional light housekeeping
- Household tasks
- Paperwork assistance
- Occasional light yard and garden care
- Occasional help with pet care
- Light home maintenance
- Household item repair
- Home safety review
- Miscellaneous

Technology Help

- Cell phone/Tablet assistance
- Computer/network assistance
- Computer Tutoring
- Miscellaneous

Personal Support

- Activity Buddy (exercise, card or board games, conversation, etc.)
- Check-in phone calls
- *Health Care Buddy—support with medical appointments, note-taking, etc.
- Sewing, mending
- Running errands
- Miscellaneous

*Transportation

- Rides to appointments, shopping, events, airport, etc.
- Accompanying members on errands
- Miscellaneous

* Volunteers receive additional training in these areas.

Viva Village has additional service programs in development and may periodically add services based upon the needs of the members and the expertise and willingness of the volunteers.

Volunteer Identification

All volunteers will arrive for service appointments wearing a photo ID badge. Also, volunteer drivers will have an 8 ½" x 11" laminated Viva Village placard for display on the dashboard. These will identify the driver and car as being from Viva Village.

Viva Village Health Care Buddy Program

(For complete details, see addendum A)

The Viva Village Health Care Buddy program is available to members who would like assistance in managing their outpatient health care appointments.

A Health Care Buddy can help you prepare for your appointment, take notes during the visit, and help you remember important topics you wish to discuss with your medical provider. Afterwards, the volunteer can review the visit with you, including any instructions.

The amount of assistance a Health Care Buddy provides is totally up to you.

A Health Care Buddy receives special training with an emphasis on confidentiality and will not share any information learned during a medical appointment nor keep any record of the visit. A Health Care Buddy will help record and understand the details of your medical visit, but will not offer medical advice or opinions.

If you find a Health Care Buddy you especially like to work with, the office will make every effort to match you with that volunteer for future appointments.

Viva Village Transportation Program

Transportation is one of the most requested Village services. With rides to appointments, errands, social and community events, and other activities, volunteer drivers provide members the freedom to remain active and engaged in their lives and community.

Viva Village partners with Villages NW and Ride Connection to provide the training. Each driver then completes a road test conducted by a Viva Village volunteer specifically trained to conduct this test, which ensures safe and secure rides for our members.

Ride Opportunities and Limitations

You may request rides for anywhere within Viva Village boundaries as well as within a specified radius outside the boundaries. When necessary, check with the Viva Village office for more information. These limits do not apply to trips to medical appointments or trips to PDX airport.

All rides are subject to volunteer availability. We will make every effort to provide drivers for requested rides. However, it is a good idea to have an alternate plan. We are able to find drivers for most requests but cannot promise 100 percent availability.

Rides are offered between 6 am and 10 pm.

Typical ride requests are for medical appointments, classes, and errands. Ride requests for social, volunteering, and other purposes are welcomed.

Volunteer drivers are not equipped or trained to provide rides to members with significant mobility limitations. The Viva Village office staff can assist you in finding alternative transportation, if necessary.

Scheduling a Ride

Call the Viva Village office (503-746-5082) during office hours at least 4 working days before you need the ride.

Give the office staff the following information:

- Your name, address, and contact phone number
- Purpose of your ride
- The date and time for the ride to begin
- The ride destination's physical address and place name. (e.g.; Dr Smith, in the XYZ Medical Center at 1234 SW xx Ave)
- Your expected return time and the return address
- Any special needs, such as
 - an accompanying escort (for help with shopping or carrying groceries into the home)
 - any large packages or luggage
 - service animal
- The address of the pickup point if the return pickup point is different from your original drop-off point

The volunteer driver will call you after accepting the ride request. You and the volunteer can confirm the details of the trip. The driver may also call with a reminder on the evening before or the morning of the ride.

If no volunteer driver is available, the office staff will notify you 1 to 2 working days before the requested date and discuss alternative transportation arrangements with you.

Important Ride Policies

- Drivers and Riders must use seat belts.
- Riders must be able to independently get into and out of the vehicle with only light assistance.
- Drivers are not allowed to physically assist passengers.
- Drivers are responsible for in-vehicle behavior; all instructions and safety rules are to be followed. The program reserves the right to refuse service based on violation of these standards.
- If a member intends to bring any luggage, packages, or large objects on the ride, the member must notify the Village office when making the request. It is then at the discretion of the Village office and the volunteer driver if the objects can be transported. It is not expected that the driver will carry or move a rider's personal items.
- Service animals will be allowed if prior arrangements have been made with the Village office. Pets may be transported only in specially designed pet carriers. The Village office needs to be informed prior to the trip if you wish to transport a pet.
- Extra stops must be scheduled in advance with the office so the driver can plan for time needed for the appointment.
- Rider's responsibilities:
 - Be courteous and considerate.
 - Check with the driver before eating or drinking in the vehicle.
 - Be punctual and ready before your driver arrives.
 - Be mindful not to distract the driver while he or she is driving. This includes talking excessively or any other potentially distracting behavior.
 - Follow No Smoking policy in vehicles.

Frequently Asked Questions

How often may I request services?

Full Service Members are not limited to a specific number of service appointments. As stated before, fulfilling a service request is always dependent on volunteer availability. A service appointment is about two hours, though the amount of time may vary.

Associate Members may take advantage of two introductory service appointments per year as well as the option to receive a month of Full Service benefits in the case of an emergency. There is no extra charge for this service.

Will I have the same volunteer each time?

Services are always subject to volunteer availability. Volunteers decide when and how often they are available. We would love to hear when a member is pleased with a volunteer service, but we cannot promise a specific volunteer will always be available for a specific member. Generally, different volunteers will be available each time a member calls.

Can I call the Volunteer directly to request service?

No. All service appointments must be made through the Viva Village office.

What if I need help with something that isn't specifically listed as a service?

Please contact the office regarding your request. If it is not something that can be handled by a volunteer, the office volunteer can provide you with names of screened vendors so you can hire the professional help needed.

What if I have an urgent request without two or three days to request in advance?

Please call the office at 503-746-5082. We will try to find a volunteer to help with service requests for needs that arise unexpectedly.

What if I need to cancel a ride or service appointment?

If your plans change, please inform the Village office as soon as possible.

What if I request a service but then my neighbor does it for me?

Please let the office know as soon as possible so we can notify the volunteer. Volunteers look forward to providing you a service and have scheduled the time on their calendars.

How much do I tip a volunteer?

Volunteers are not allowed to accept money, though a heartfelt "thank you!" is always appreciated.

How are Volunteer Drivers selected and certified?

Member rides will be provided by volunteer drivers who have applied for and completed thorough training and background check requirements before being approved as drivers. Some of these requirements include:

- Viva Village volunteer training plus three separate Ride Connection driver training sessions
- Vehicles that are clean, easily accessible, and have passed DMV safety inspections

- Personal reference checks and a thorough criminal background check
- Safe driving records, current valid driver's licenses, and car insurance
- Road tests by a trained Viva Village volunteer

Can a friend accompany me on a ride provided by a Viva Village driver?

Yes, with advanced notice and if the member and companion are picked up and dropped off at the same location. Let the office know when making the request.

Can I bring my grandchild with me on a ride provided by a Viva Village driver?

Yes, but you must notify the office when making the request. You must furnish the car seat if legally required because of the child's age or size. You and your grandchild must be picked up and dropped off together.

I use a walker (cane, wheelchair). Is a volunteer driver able to transport me and my device?

Most drivers can accommodate a cane or foldable walker in their vehicles. Please notify the office of your needs when making your request. You must be able to get in and out of the car on your own, though volunteers can offer a supportive arm.

Typically, Viva Village drivers do not have the capacity to transport wheelchairs.

How can I find out about upcoming social or educational events?

Viva Village publishes a bi-monthly newsletter (*Viva Village Voice*) sent via email or by mail to those with no email. In between you will receive Updates with Village events, news, and information. The calendar on our website (vivavillage.org) is updated regularly.

Can I upgrade my Associate Membership because my needs change?

Yes. Contact the office for details regarding upgrading your membership.

Can I receive a refund if I wish to discontinue my membership?

Membership is an annual commitment, and there are no refunds for partial year participation.

What happens if I move outside the Viva Village area?

There is membership reciprocity among the Portland-area Villages. If you move to another Village within the Villages NW network, you may request to transfer to their membership.

What if I have a complaint or concern about a service appointment or volunteer?

Viva Village is responsive to all commendations and complaints. We document complaints received verbally from members and volunteers, and respond immediately. Written complaints are kept on file for risk management and documentation purposes.

Addendum

Viva Village Health Care Buddy

The Viva Village Health Care Buddy Program is available to members who want some assistance in managing their outpatient health care appointments.

Accessing health care can sometimes be daunting. There are challenging forms to complete, long waits in the doctor's office, plus all the information to remember. We have all experienced coming home from our doctor's appointment and wondering about the instructions we received or remembering too late an important question we intended to ask. Doctors are using electronic communication more frequently, and sometimes the web access can be challenging.

The Health Care Buddy can assist you through this maze in the way that best suits your needs.

Privacy and Confidentiality

A Health Care Buddy has special training in confidentiality. The volunteer will not share any information learned during a Health Care visit or keep any record of the visit.

The Health Care Buddy is not bound by HIPAA (Health Insurance Portability and Accountability Act), as your provider is. However, your doctor may double check with you that the volunteer has your permission to be in the exam room with you. You may be asked to sign a waiver.

The Health Care Buddy will step out of the room during any sensitive exam or discussion, or at any time that you request.

Continuity

If you find a Health Care Buddy you especially like to work with, Viva Village administration will make every effort to match your future appointments with that person's availability. Requests for a Health Care Buddy should be made at least a week in advance, if possible.

HOW A HEALTH CARE BUDDY CAN HELP

The following lists possible ways a Health Care Buddy might assist you. How much or how little is totally up to you.

Planning for an Appointment

- Meet with you before your appointment to make sure she or he understands your expectations.
- Record your list of questions for the doctor or other health care professional.

Getting There

There are several options. You and the volunteer can decide which works best for you.

1. Meet the volunteer at the medical clinic or office. You and the volunteer each drive separately.
2. If the volunteer is a Viva Village driver, she or he can drive you to the appointment.
3. You can arrange for a ride from a Viva Village driver and meet the volunteer at the clinic.

Waiting

- The volunteer can keep you company in the waiting room.

Exam Room Visit

- If you request, the volunteer can accompany you in the exam room.
- She or he will:
 - Record the provider's response to your questions.
 - Remind you during the visit of questions from your list you may have forgotten.
- The Health Care Buddy will step out of the exam room during sensitive exams.

After the Appointment — the volunteer may:

- Review the visit and instructions with you when you get back home.
- Pick up prescriptions.
- Assist you in making a list of your medications and directions based on the after-visit summary from your provider.
- Help develop reminders of any new instructions and ensure you have the supplies you need.
- Help find providers (specialists) who are in your network.
- Help access your online chart information.

The Health Care Buddy cannot do the following:

- Be in the exam room during a sensitive discussion or examination.
(For your comfort, you may ask the volunteer to step out anytime.)
- Offer any medical advice or opinion of care provided.
- Have access to your online medical passwords.
- Set up your medications in a pill reminder system.
- Recommend health care providers or vendors.
- Be with you during an inpatient procedure or hospitalization.